



SPOKANE COUNTY SHERIFF'S OFFICE
TRAINING ANNOUNCEMENT



Problem Solving & Confronting Without Conflict

DATE: January 16th, 2014 0800-1600

LOCATION: SCSO Training Center
10319 E. Appleway
Spokane Valley, WA 99206

COST: \$125

DESCRIPTION:

Working relationships are critical to your success. Your ability to communicate effectively, regardless of your role or Circle of Influence, will not only impact whether or not you meet your goals as a thriving organization, but also will impact your personal success, as well. Becoming more effective at solving problems (your own) and facilitating the problem solving of others, often requires you to have courageous conversations. You may need to confront respectfully, or you may need to create some accountabilities, and having a model to do this, while preserving the relationship, is crucial.

This course, which may stand-alone or add to the tools you learned in Influencing with Integrity, is designed to give you practical, immediately useable skills for recognizing options you have for solving problems, negotiating solutions and confronting without conflict, guilt, or what we like to call, "wreckage." Many people will typically select one of two ways of describing their experiences and thoughts about confronting: they'll avoid it, which means issues don't get resolved, or they do confront but the risk is high in terms of creating the outcomes they don't want—hurt feelings, anger, damaged relationships, loss of performance, or low morale.

Influencing Options® offers you other choices, other options, for creating balance between demonstrating respectful behaviors in your communication and holding people accountable for the agreements you have made or that you think you have made. Regardless of whether you are confronting a subordinate, peer, boss, client, customer or vendor, the ability to confront well is a necessary, essential life skill. Without these skills, we get stuck, stalled and stressed—we miss our goals, or we only get there at great cost to ourselves and others.

Confronting is about resolving issues: respectfully, quickly and directly—and will differentiate you and enhance your development, regardless of your role or scope of authority. No need to square off to do battle, our models are conflict-free, simple and very effective.

We believe that the important and courageous conversations that you enter into will not only impact the quality of your working relationships but also will impact your whole organization, team or company.

INSTRUCTOR:

Phillip Tyler

Resource Partner/Certified Trainer with Influencing Options.

Phil currently works for Spokane County Detention Services and has over 15 years' experience, with 9 years in supervisory positions. For the past five years of his career, he has been the Classification Sergeant Custody Operations Lieutenant and Training Unit Supervisor for Spokane County Detention Services. Phil's training and instructor duties included; report writing instructor, TASER instructor, and Field Training Officer. His work with the public sector includes corrections, juvenile, and the United States Air Force.

Phil holds a **Wagner Certification™** in **Influencing With Integrity and Problem Solving & Confronting Without Conflict.**

REGISTRATION:

To register, please visit the following website:

<https://confronting-conflict.eventbrite.com/>